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Seat No.

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S.Y. M.C.A. (Engg.) (IV Sem.) EXAMINATION, 2019
IT SERVICE MANAGEMENT
(2013 Pattern)

Time : Three Hours Maximum Marks : 50

N.B. :- 1) Neat diagrams must be drawn wherever necessary.
2) Figures to the right side indicate full marks.
3) Assume Suitable data if necessary

- Q1) a) Explain the meaning, vision & mission of service management in details. [8]
OR
Q2) a) Differentiate between best practice and good practices. [4]
b) Explain the leadership & mapping of service management. [4]
- Q3) a) What is service design? Explain any three major aspects of service design. [8]
OR
Q4) a) Explain the service strategy in details with example. [8]
Q5) a) What are service transition and its role? [4]
b) Explain the process objectives & value challenges of service transition. [5]
OR
Q6) a) What is continual service operation? Explain their purpose, objectives service operation. [9]
Q7) a) Explain the IT service continuity management metrics & role? [8]
- OR
Q8) a) Explain the IT service continuity management objectives, concept, activities & business continuity management. [8]
Q9) a) Explain the purpose objectives & scope information security management [8]
OR
Q10) a) Explain the principles of access management? [8]

P.T.O.

- Q11) a) Explain the key activities of IT operations management [4]
b) Explain the relationship of IT operations management with other service management [5]

OR

- Q12) a) Explain Technical Management in brief with scope, purpose & objectives [9]

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